



Title: Provision of Telecare Services

Contract Reference: OPEN2025244

Description: Redcar and Cleveland Borough Council is seeking to appoint a suitably experienced provider to deliver all aspects of a Telecare installation, monitoring and response service. This will include purchase, installation, monitoring and maintenance of telecare assistive technology equipment, management of an alarm response centre and a mobile response service.

Department: Adults & Communities

Deadline for Submission of Bids: BEFORE 14:00:00 HOURS ON THURSDAY, 27 MARCH 2025

Contract Start Date: 1 October 2025

Contract End Date: 30 September 2028

Details of Extension Periods (where applicable): 1 x 12-month extension period

Further Details: Available via the Open Portal [Home - Open](#) registration is free and once you have expressed an interest in the opportunity you have immediate access to the documentation. Should you require any technical assistance in relation to Open, please contact open.support@nepo.org Monday to Thursday 08:30 to 17:00 and Friday 08:30 to 16:30.

Open has launched a short training video designed to support organisations in developing and improving their public sector procurement skills. You can find this on You Tube on the following link - [Open Demonstration \(Suppliers\)](#)